

SHEET 1 OF 1

FORM PTO-1449 U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary)	ATTY. DOCKET NO. 4366-20	SERIAL NO. 09/669,486
	APPLICANT FLOCKHART et al.	
	FILING DATE September 25, 2000	GROUP ART 3622

U.S. PATENT DOCUMENTS

*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	FILING DATE IF APPROP.
R.A.	AA	5,155,761	10/13/92	Hammond	379	67	
	AB	5,627,884	05/06/97	Williams et al.	379	67	
	AC	5,884,032	03/16/99	Bateman et al.	395	200.34	
	AD	6,389,028 B1	05/14/02	Bondarenko et al.	370	401	
	AE	6,430,282 B1	08/06/02	Bannister et al.	379	211.02	
	AF	6,449,356 B1	09/10/02	Dezonno	379	265.01	
	AG	6,535,600 B1	03/18/03	Fisher et al.	379	265.12	

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB CLASS	TRANSLATION	
							YES	NO
R.A.	AH	EP 0 866 407 A1	09/23/1998	EPO	G06F	17/30	X	
	AI	EP 0 829 896 A2	03/18/1998	EPO	H04M	3/50	X	
	AJ	WO 97/28635	08/07/1997	PCT	H04M	11/00	X	

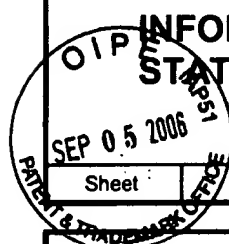
OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

R.A.	AK	Doo-Hyun Kim et al. "Collaborative Multimedia Middleware Architecture and Advanced Internet Call Center Proceedings International Conference on Information Networking (Jan. 31, 2001), pp. 246-50.
RECEIVED JAN 14 2004		

EXAMINER	Raguel Alvaron	DATE CONSIDERED	10/17/07
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.			

9/5/06

Substitute for form 1449A/PTO		Complete if Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Application Number	09/669,486
		Filing Date	September 25, 2000
		First Named Inventor	FLOCKHART
		Art Unit	3622
		Examiner Name	KEMPER, MELANIE A.
Sheet 1 of 1	Attorney Docket Number	4366-20	



U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Document Number Number-kind Code ^{2 (if known)}	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear

FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No. ¹	Foreign Patent Document Country Code ² ; Number ³ ; Kind Code ⁴ (if known)		Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
RA	1	PCT	- WO 01/17215 A1	3/8/2001	RUPAREL	

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)		
Examiner Initials*	Cite No. ¹	

Examiner Signature	Raguel Aharr	Date Considered	10/17/06
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*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.